

Mississippi Public Service Commission



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June 19, 2009

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: TRS 55-02
Mississippi Complaint Log Summary

Dear Secretary:

Pursuant to FCC rules, more specifically CG Docket No. 03-123 regarding Telecommunications Relay Service, please find for review the following:

- Annual Complaint Log for June 1, 2008 to May 31, 2009

Should additional information be needed please let me know.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Brian U. Ray", is written over a horizontal line.

Brian U. Ray, Executive Secretary
Mississippi Public Service Commission



Mississippi FCC Complaint Log 2009

Complaint Tracking for Mississippi (06/01/2008-05/31/2009). Total Customer Contacts: 4

Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
	Customer said that the agent hung up while the TTY user was typing and while reading to other party. Customer would like the agent talked to and reprimanded.	10/03/08	A supervisor happened to be standing behind the agent when the computer went blue and disconnected both parties. The message on the screen said the system was doing a "Physical Memory" dump. This was a technical issue and not agent error. No action taken.
	A Mississippi voice customer was speaking to a Hard of Hearing customer of his via relay. The voice caller was continually rebuked for asking if the caller was typing, since there were very long pauses. At one point the operator snapped, "No, they aren't saying anything. I only read when they type!" The operator then disconnected the call without any warning. I apologized for the rudeness. No follow-up was requested.	10/30/08	10/30/08 A team leader met with the agent and coached them on proper disconnect procedures and providing quality customer service with a positive attitude. The agent understands that any further occurrences may result in a level of CAP or termination.
	Mississippi voice customer calling a client, complained that the Mississippi brochure says call to 711 to reach anyone via MSRS, but when she does that the operators tell her that she can't use Cap Tel this way. Then when they transfer her, she gets disconnected. I apologized and verified that the brochure does not list the CapTel contact number for operator access or CapTel Customer Service. I let customer know I would inform the Program Manager of this issue. No follow-up contact wanted.	01/12/09	Mississippi Account Manager was made aware of the issue and will clarify it in next printing of Mississippi Relay brochures.
	WebCapTelephone Information	01/30/09	